

Boards, Commissions and Programs

Accountancy.....	586-2696
Activity Providers	586-2694
Acupuncture	586-2698
Advanced Practice Registered Nurse-Rx	586-2695
Barbering & Cosmetology	586-2696
Boxing	586-2701
Cemetery & Funeral Trust	586-2704
Chiropractic	586-2698
Collection Agencies	586-2694
Commercial Employment Agencies	586-2696
Condominium Management & Governance	586-2643
Contractors	586-2700
Dentists & Dental Hygienists	586-2702
Detectives & Guards	586-2705
Electricians & Plumbers	586-2695
Electrology	586-2696
Elevator Mechanics	586-2695
Professional Engineers, Architects, Land Surveyors & Landscape Architects	586-2702
Hearing Aid Dealers & Fitters	586-2698
Marriage & Family Therapy	586-2693
Massage	586-2694
Medicine & Surgery	586-2708
Mortgage Brokers & Solicitors	586-2692
Motor Vehicle Industry	586-2698
Motor Vehicle Repair Industry	586-2701
Naturopathy	586-2704
Nurses Aides	586-2695
Nursing	586-2695
Nursing Home Administrator	586-2695
Occupational Therapy	586-2698
Opticians, Dispensing	586-2704
Optometry	586-2694
Pest Control	586-2705
Pharmacy	586-2694
Physical Therapy	586-2694
Port Pilots	586-2701
Psychology	586-2693
Real Estate Appraiser	586-2704
Real Estate Brokers & Salespersons	586-2643
Real Estate Commission	586-2643
Real Estate Education, Schools & Instructors	586-2643
Social Workers	586-2693
Speech Pathology & Audiology	586-2693
Subdivision	586-2709
Time Share	586-2709

Travel Agencies	586-2694
Veterinary Medicine	586-2696

NEIGHBOR ISLAND OFFICES

• Regulated Industries Complaints Office

3060 Eiwa Street, Room 204 274-3200
Lihue, Kauai 96766

1063 Lower Main Street, Suite C-216 243-5808
Wailuku, Maui 96793

345 Kekuanaoa Street, Suite 12 933-8846
Hilo, Hawaii 96720

Keauhou Shopping Center, Suite 134A 322-1908
78-6831 Alii Drive
Kailua-Kona, Hawaii 96740

• Office of Consumer Protection

1063 Lower Main St., Suite C-216 984-8244
Wailuku, Maui 96793

345 Kekuanaoa St., Suite 12 933-0910
Hilo, Hawaii 96720

STATE TOLL-FREE NUMBERS

To call Honolulu numbers from Kauai, dial 274-3141 then the last five digits of the state phone number you want to call, then press the # sign.

To call Honolulu from Maui, dial 984-2400 then repeat the same process as instructed above.

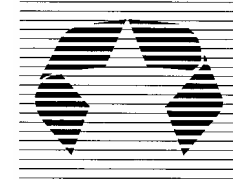
To call from the Big Island, dial 974-4000, then repeat the same process as instructed above.

To call from Molokai & Lanai, dial 1-800-468-4644 then repeat the same process instructed above.

Rev. 06/04

State of Hawaii

Department of Commerce and Consumer Affairs



DIRECTORY OF SERVICES

King Kalakaua Building
P.O. Box 541
Honolulu, HI 96809

Web address: www.hawaii.gov/dcca
Email address: dcca@dcca.hawaii.gov

335 Merchant Street
Honolulu, HI 96813

Director's Office 586-2850
e-mail: dcca@dcca.hawaii.gov

Sets policies and provides leadership for the department and oversees the activities of the department's divisions, offices and programs.

Business Registration Division 586-2727
e-mail: breg@dcca.hawaii.gov

Administers and enforces Hawaii laws relating to corporations, partnerships, limited liability partnership, limited liability companies, and the registration of trade names, trademarks and service marks.

Cable Television Division 586-2620
e-mail: cabletv@dcca.hawaii.gov

Issues franchises to Hawaii cable companies, monitors the quality of service, and handles consumer complaints about cable television matters.

Professional & Vocational Licensing Division 586-3000
e-mail: pvl@dcca.hawaii.gov

Oversees regulatory activities of the [twenty five](#) boards and commissions placed within the department for administrative purposes. The division also administers [twenty one](#) other regulatory programs.

Administrative Hearings Office 586-2828
e-mail: oah_efiling@dcca.hawaii.gov

Medical Claims Conciliation Panel 586-2823
Design Professional Conciliation Panel 586-2823
Conducts hearings and issues recommended decisions for cases originating in all divisions of the department.

Consumer Advocacy Division 586-2800
e-mail: dca@dcca.hawaii.gov

Protects and advances the interests of consumers of regulated utility and transportation services in regulatory proceedings.

Financial Institutions Division 586-2820
e-mail: dfi@dcca.hawaii.gov

Regulates and supervises all state-chartered [and state licensed](#) financial institutions [and escrow depositories](#) through various programs of licensing, enforcement and examinations.

Insurance Division 586-2790
e-mail: insurance@dcca.hawaii.gov

Oversees the Hawaii insurance industry; issues licenses, examines the fiscal condition of Hawaii-based companies, reviews rate and policy filings, investigates insurance related complaints.

Leiopapa A Kamehameha Building
235 South Beretania Street
8th & 9th Floors
Honolulu, HI 96813

Regulated Industries Complaints Office 586-2666
e-mail: rico@dcca.state.hi.us

Investigates and prosecutes complaints relating to the industries regulated by the department. [Administers the State Certified Arbitration Program \(SCAP\) for "lemon" vehicles.](#)

Office of Consumer Protection 586-2630
e-mail: ocp@dcca.hawaii.gov

Investigates consumer complaints [alleging unfair or deceptive trade practices, in a broad range of areas, including advertising, refunds, motor vehicle rentals, door-to-door sales, credit practices.](#)

Consumer Resource Center
Mon-Fri 7:45 AM-4:30 PM
Call 587-3222
Or call 587-3295

Verification of current status of existing licensees or businesses, complaint history of licensees & businesses, file complaints against licensees & businesses, and other general consumer information.

Complaints history online at
www.ehawaii.gov/org/serv/cms

By calling 587-3222 the caller is offered four options to get business or licensing information.

587-3222, press 1: Provides information on businesses and licensees or their complaint history.

587-3222, press 2: To obtain a complaint form via the internet or fax..

587-3222, press 3: To file a consumer complaint against a business, charitable organization or regulated profession, or to obtain information on the new car lemon law or general consumer information.

587-3222, press 4: Landlord tenant information.

Landlord-Tenant Code Information 586-2634
(Mon-Fri 8:00 AM -12:00 Noon)

Website: www.hawaii.gov/dcca

Visit DCCA's website to access information on all of our divisions. Find information on our divisions and their services, application and complaint forms, educational brochures and search features.

Services available on-line: Business & licensee complaint history search, business name search, certificate of good standing search, various business filings, insurance and professional/vocational license renewals and insurance and professional and vocational license search.

Information Line 587-1234
A 24 hour automated response and fax-back system that contains pre-recorded consumer alerts, messages and general business registration forms and DCCA departmental information.